

Southern Education - TAE40116 Certificate IV Training and Assessment

Student Refund Policy

This policy applies to all TAE40116 student enrolments with Southern Education, including parties that pay for the course/s on behalf of the student (Organisation's and businesses).

This policy should be read with the declaration made at the time of enrolment along with the student handbook, as it forms the initial agreement between Southern Education and the participant (and the employer where applicable).

Refund policy

All applications for refund should be made in writing using the TAE40116 Southern Education Refund application form and submitted to info@southerneducation.com.au

A withdrawal form and refund request form will be supplied at the request of the participant by contacting info@southerneducation.com.au.

Once the correctly completed withdrawal and refund form has been received in writing by Southern Education, the participant be withdrawn from the course and refund processed (if applicable). The participant will be notified via email of the outcome of their request(s) within 20 working days.

Face to face classes

Full Refund

- Where an offer to the participant for a place in a course is withdrawn by Southern Education, a full refund will be made to the student
- In the event that Southern Education 'provider defaults'
- In the event that illness prevents a participant from **commencing the course** as enrolled, a full refund will be made. This is subject to the appropriate medical documentation being submitted by the student at the time of the application.
- In the event that illness of a close family member of the participant (parent, sibling, spouse or child) prevents them from **commencing the course**, a full refund will be made. This is subject to the appropriate medical documentation being submitted by the student at the time of the application.

*Please note - Refunds in these circumstances **are not automatic**, they must be applied for and are at the discretion of Southern Education.

Partial refunds

- Where the participant, after completing the registration process, but before completing the enrolment and pre-training review process, seeks a refund of course fees, a refund will be made, less a starter fee of \$250.
- Where the participant, after completing the enrolment process, gives written notice of their intention to withdraw before commencing the program, a refund of course fees paid will be made, less the starter fee.
- The starter fee is non-refundable in all circumstances except when Southern Education fails to deliver the course and the student claims a in writing.
- For the TAE40116 Certificate IV in Training & Assessment program, where the participant or employer has paid course fees in-full and upfront, but the participant and/or employer notifies Southern Education of the intent to withdraw before 2 weeks before the course a refund of 50% will be given from the course fees minus the starter fee.
- If the participant withdraws from the course once started and within 4 weeks of the commencement date a refund of 20% will be given from the course fees minus the starter fee.

No Refunds

- Where the participant has opted into a payment plan and has commenced the program, no refunds shall apply and any and all outstanding fees at that time will remain payable, however no further invoices will be raised from the date of withdrawal from the program.
- In all cases, where the participant is granted course deferral or a leave of absence, for any course fees paid that as a result are transferred to a subsequent period or year, no refund will be made
- Where a participant's enrolment is cancelled by Southern Education, including cancellation caused by gross misconduct or any illegal or unlawful conduct by the participant, no refund will be made.

Online and distance learning classes

Students must read the course page, course brochures and/or student enrolment guides to ensure that you purchase the correct online course suitable to your situation. No refund is available to students and clients who have paid for online training once the course has been made available.

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- Where a participant's enrolment is cancelled by Southern Education, including cancellation caused by gross misconduct or any illegal or unlawful conduct by the participant, no refund will be made.

RPL Assessment pathway

Students must read the course page, course brochures and/or student enrolment guides to ensure that you purchase the correct online course suitable to your situation. A refund is available to students and clients who have paid for online RPL if they have demonstrated and submitted genuinely suitable evidence for the RPL process.

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- The starter fee is non-refundable in all circumstances except when Southern Education fails to deliver the course and the student claims a in writing.
- You must have downloaded, completed and submitted the associated RPL pre-assessment kit, and we must have confirmed your eligibility to undertake the RPL process.
- You must have truthfully answered all of the questions in the RPL pre-assessment kit.
- You must provide all requested additional evidence that is available to support the RPL assessment. This evidence includes questionnaires, verbal discussions with us, provision of written evidence or testimony, etc.
- A refund will be provided only if you are genuinely unable to provide suitable evidence to complete the RPL process.
- Refund claims must be made by email to info@southerneducation.com.au stating why you cannot supply the required evidence to satisfy the RPL process.
- Refund claims are restricted to a period within six months from the original purchase date.
- Claims will be refunded in the same manner in which the product was originally

- purchased.
- Allow up to 4 weeks for refunds to be processed.

Processing of Refunds

- All refunds will be processed within 4 weeks after approval of the Southern Education TAE40116 Refund Application Form
- Approved refunds will be refunded in the same manner in which the product was originally purchased